



OneHome Anonymous Client Policy

SUMMARY: There may be circumstances where a household does not feel that their personally identifiable information is safe in HMIS. An example may be someone who has a history of domestic or intimate partner violence and feels safe having their assessment information in HMIS as long as any personally identifiable information is not attached to their assessment information. The policy below is **only for the OneHome agency in HMIS** and does not apply to any other agencies in HMIS.

ANONYMOUS HMIS DATA ENTRY: For clients who do not feel safe having their Personally Identifying Information (PII) in HMIS end users will create profiles only using the HMIS unique identifier. The following information will **not** be collected: name, date of birth (DOB), Social Security Number (SSN), Contact information, phone number or email address, and HIV/AIDS diagnosis.

A signed ROI, should not be uploaded into HMIS because it has PII, but instead using verbal/implied consent. If a household is matched to a housing resource the agency who created the anonymous households profile is responsible for getting an ROI for the housing provider. The agency entering the anonymous client will be responsible for keeping track of the PII for the anonymous in a manner that protects the client's safety. The agency creating this profile is responsible for maintaining records that match the anonymous household in HMIS to their PII as well as be the *OneHome HMIS Case Manager* (see description in OneHome Roles document) for this household.

PROCESS:

1. Start with entering all zeros for SSN
2. Quality of SSN field and enter "Client Refused"
3. Type "Refused" for Last Name
4. Type "Consent" for First Name
5. Quality of Name is "client refused"
6. Quality of DOB to "client refused"
7. Enter 01/01/ and up or down a year or two for Date of Birth to get the approximate DOB
8. Enter Gender, Race, Ethnicity and perhaps Veteran status with real data if it won't serve to identify them in any way or use "client refused" if it will identify the household.
9. Leave Middle Name and alias blank
10. Use verbal/implied for ROI status and ROI
11. Click Add Record
12. Copy the new "Unique Identifier" field that now appears with an auto-filled number, and paste that into the First Name field, eliminating the word "Consent." If you don't do this, you won't have an identifier in the top of each screen as you continue to enter data on this client.



KEY POINTS:

- This policy should **only be used** in rare circumstances. The OneHome team will monitor it's use and reach out to any providers that appear to be abusing this policy.
- No PII is entered into HMIS.
- Community partners maintain the PII and are able to connect HMIS ID's to PII records.
- No signed HMIS ROI's will be uploaded into HMIS.
- Community partners will be responsible for getting ROI's for anonymous clients who are matched to a housing resource.
- If household is a Veteran, you should order a DD-214 and connect immediately with the VA, assuming household consents to share data with the VA, to determine if the household is eligible for Veteran specific resources.

SUMMARY: This document **only applies to client data in the OneHome Agency** in HMIS and it should not be used for any other program or agency in HMIS. Providers are responsible for making sure that PII remains protected and easily accessible so when an anonymous client is matched to a housing resource the provider is able to get an ROI and share data with the housing provider.